

# BSO Tutorial for Tax Year 2012



## Employer Report Status

*Users can check wage report status or view errors for wage reports submitted for their companies by a third party. This option is available only to users who have the View File/Wage Report Status, Errors, and Error Notices role in their registration profile.*

**STEP 1:** Point your browser to the Business Services Online (BSO) “Welcome to Business Services Online” page: [www.socialsecurity.gov/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

**Social Security**  
The Official Website of the U.S. Social Security Administration

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Home | **Business Services Online**

## Business Services Online

### Welcome

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

**Attention All BSO Users**

The Business Services Online web site will be unavailable from 9:00 PM EST on Friday, December 7, 2012 until 5:00 AM EST on Monday, December 10, 2012. Beginning December 10, 2012, BSO will begin accepting W-2s and W-3s for Tax Year 2012.

**Attention Wage Reporting Employers and Submitters that use Electronic Data Transfer (EDT) Files**

The deadline for calendar year 2012 processing of EDT files is 2 PM Eastern Standard Time on Friday, December 7, 2012. Any EDT files transmitted after this deadline will be received, but will not be processed until January 2013. After we begin processing in late January 2013, it could take a few weeks to process the backlog.

The [Complete Phone Registration](#) option is provided to individuals who began their Business Services Online registration by phone and need to create a password.

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*Last reviewed or modified 11/16/2012*

**STEP 2:** Select the **Log In** button on the BSO “Welcome to Business Services Online” page. The system displays the “Log In to Online Services” page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

**Log In to Online Services**

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**New User?**  
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone](#) or [paper form](#) and need to create a password?

**Existing User?**  
Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**  
I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files

☐ I have read & agree to these terms.

**STEP 3:** Enter your User ID and Password.

**STEP 4:** Select the **I have read & agree to these terms** check box on the “Log In to Online Services” page.

Select the **Log In** button to display the “BSO Main Menu” page.

To return to the BSO “[Welcome to Business Services Online](#)” page, select the **BSO Welcome** link at the top or bottom of the page.

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Business Services Online

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## Main Menu

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**ERESUB VALIDATION**

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Welcome, ERESUB VALIDATION  
Your password expires on **May 05, 2099**

**[Report Wages To Social Security](#)**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions  
View errors and error notices for wage files and/or wage reports submitted by or for your company

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

www.socialsecurity.gov

BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation


**STEP 5:** Select the **Report Wages to Social Security** link on the “BSO Main Menu” page. The system displays the “Wage Reporting Attestation” page.

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Business Services Online

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## Wage Reporting Attestation

### User Certification for Electronic Wage Reporting

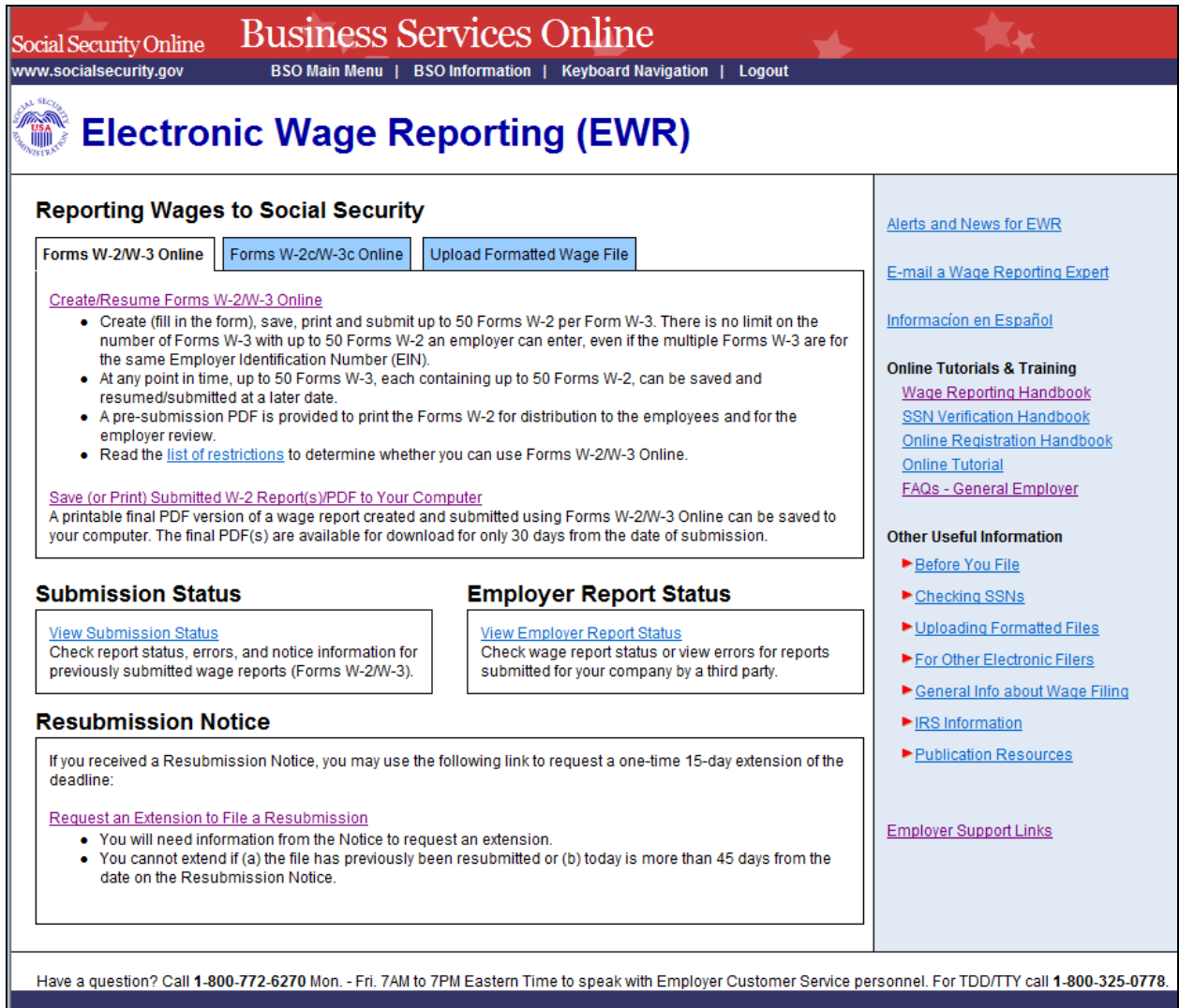
I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that I am the individual authorized to conduct business under this User ID and have the authority to either attest to the accuracy of the data and/or transmit wage information and to receive employee wage information for the employer.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 6:** Select the **I Accept** button on the “Wage Reporting Attestation” page to go to the EWR home page.

To return to the “[BSO Main Menu](#)” page, select the **I DO NOT Accept** button.



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## Electronic Wage Reporting (EWR)

### Reporting Wages to Social Security

Forms W-2/W-3 Online | Forms W-2c/W-3c Online | Upload Formatted Wage File

[Create/Resume Forms W-2/W-3 Online](#)

- Create (fill in the form), save, print and submit up to 50 Forms W-2 per Form W-3. There is no limit on the number of Forms W-3 with up to 50 Forms W-2 an employer can enter, even if the multiple Forms W-3 are for the same Employer Identification Number (EIN).
- At any point in time, up to 50 Forms W-3, each containing up to 50 Forms W-2, can be saved and resumed/submitted at a later date.
- A pre-submission PDF is provided to print the Forms W-2 for distribution to the employees and for the employer review.
- Read the [list of restrictions](#) to determine whether you can use Forms W-2/W-3 Online.

[Save \(or Print\) Submitted W-2 Report\(s\)/PDF to Your Computer](#)  
A printable final PDF version of a wage report created and submitted using Forms W-2/W-3 Online can be saved to your computer. The final PDF(s) are available for download for only 30 days from the date of submission.

### Submission Status

[View Submission Status](#)  
Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3).

### Employer Report Status

[View Employer Report Status](#)  
Check wage report status or view errors for reports submitted for your company by a third party.

### Resubmission Notice

If you received a Resubmission Notice, you may use the following link to request a one-time 15-day extension of the deadline:

[Request an Extension to File a Resubmission](#)

- You will need information from the Notice to request an extension.
- You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.

### Alerts and News for EWR

[E-mail a Wage Reporting Expert](#)  
[Información en Español](#)

### Online Tutorials & Training

[Wage Reporting Handbook](#)  
[SSN Verification Handbook](#)  
[Online Registration Handbook](#)  
[Online Tutorial](#)  
[FAQs - General Employer](#)

### Other Useful Information

► [Before You File](#)  
► [Checking SSNs](#)  
► [Uploading Formatted Files](#)  
► [For Other Electronic Filers](#)  
► [General Info about Wage Filing](#)  
► [IRS Information](#)  
► [Publication Resources](#)

### Employer Support Links

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 7:** Select the **View Employer Report Status** link to go to the “Employer Report Selection” page.

The screenshot shows the 'Employer Report Status' page on the Social Security Online portal. The header includes the Social Security Online logo and the title 'Electronic Wage Reporting (EWR)'. Below the header is a navigation bar with links: 'www.socialsecurity.gov', 'EWR Home', 'E-mail a Wage Reporting Expert', 'Keyboard Navigation', and 'Logout'. The main heading is 'Employer Report Status'. Below this is a section titled 'Employer Report Selection'. Inside this section, there is a warning: 'Please read the following information before continuing:' followed by a bulleted list of four points. Below the warning is a 'Tax Year' section with the text 'The Tax Year is the year in which the wages were earned.' and a prompt 'Please Choose a Tax Year:' followed by a dropdown menu showing '2012'. At the bottom of the section are two buttons: 'Continue' and 'Cancel'. A footer at the very bottom of the page provides contact information: 'Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.'

Social Security Online **Electronic Wage Reporting (EWR)**

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**Employer Report Status**

**Employer Report Selection**

Please read the following information before continuing:

- Employer report information is displayed only if the report was submitted after 2002.
- Reports that have not yet been processed cannot be displayed.
- Processed money totals may not reflect the currently posted amounts.
- This information should not be used for reconciliation or tax liability purposes.
- This information should not be used as the basis for a Form W-2c report.

**Tax Year**  
The Tax Year is the year in which the wages were earned.

Please Choose a Tax Year: 2012 ▼

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 8:** Select a **Tax Year**. The current tax year is the default value.


Select the **Continue** button to go to the “Search Results” page. If there is no Report Status available, the system displays the [“Search Results” page with a message](#).

Select the **Cancel** button to return to the [EWR home](#) page.

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Electronic Wage Reporting (EWR)

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 **Employer Report Status**

1 Search Results

2 Report Summary

3 Error Details

**Search Results**

Name: TEST COMPANY  
EIN: 53-0090868  
Tax Year: 2009  
Total Reports: 3

Status	Receipt Date	Status Date	Report Type	# W-2s/W-2cs	# Errors	Details
<a href="#">COMPLETE</a>	11/09/2009	11/16/2009	CORRECTION	1	No errors	<a href="#">Report Details</a>
<a href="#">COMPLETE</a>	11/09/2009	11/16/2009	CORRECTION	1	No errors	<a href="#">Report Details</a>
<a href="#">COMPLETE</a>	11/09/2009	11/16/2009	CORRECTION	1	No errors	<a href="#">Report Details</a>

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Back to Search

Print Page

Have a question? Call **1-800-772-6270** Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

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 **Employer Report Status**

1 Search Results

2 Report Summary

3 Error Details

**Search Results**

Name: TEST COMPANY  
EIN: 53-0090868  
Tax Year: 2011  
Total Reports: 0

 **Important Message About Your Search Results**  
Report level Information is not available.

Back to Search

Print Page

Have a question? Call **1-800-772-6270** Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

**STEP 9:** On the Search Results page:

Select the Status link to see an [Explanation of Processing Status Code](#).

Select the **Report Details** link to see the “Report Summary” page. If there is no error information available, the system displays the [“Report Summary” page with a message](#).

Select the **Back to Search** button to return to the [“Employer Report Selection”](#) page.


Select the **Print Page** button to print the [“Search Results”](#) page.



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 **Employer Report Status**

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**Report Details**

Name: WAGE SUBMISSION COMPANY

Tax Year: 2010  
Report Type: REGULAR  
Status: [RETURN](#)  
Status Date: 11/19/2010  
# of W-2s: 2427

W-3 Information

	Reported	Processed	Amended
Social Security Wages	\$347,033,057.75	\$347,033,057.75	NOT APPLICABLE
Social Security Tips	\$243,690,351.34	\$243,690,351.34	NOT APPLICABLE
Medicare Wages and Tips	\$1,405,036,664.27	\$1,405,036,664.27	NOT APPLICABLE
Federal Taxable Income	\$762,779,334.86	\$1,845,097,462,517.41	NOT APPLICABLE

**Error Summary**

Total Errors:

# Critical: 9  
# Informational: 2

Importance	Error Description	More Information
<a href="#">CRITICAL</a>	Average W2 over 1 million dollars - Def Comp 408(k)(6)	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Average W2 over 1 million dollars - Total Compensation	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Invalid Names and/or SSNs	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Deferred Comp 401(k)	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Deferred Comp 403(b)	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Deferred Comp 408(k)(6)	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Health Savings Account	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Non-Qual Plan Section 457	<a href="#">Error Details</a>
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Total Compensation	<a href="#">Error Details</a>
<a href="#">INFORMATIONAL</a>	Out of Balance Over Tolerance - Adv Earned Income Credit	<a href="#">Error Details</a>
<a href="#">INFORMATIONAL</a>	Out of Balance Under Tolerance - Federal Tax	<a href="#">Error Details</a>

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[Back to Search Results](#)

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Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

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## Employer Report Status

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### Report Details

Name: TEST COMPANY

Tax Year: 2009  
Report Type: CORRECTION  
Status: [COMPLETE](#)  
Status Date: 11/16/2009  
# of W-2s: 1

W-3c Information	Reported	Processed	Amended
Correct Social Security Wages		\$0.00	NOT APPLICABLE
Correct Social Security Tips		\$0.00	NOT APPLICABLE
Correct Medicare Wages and Tips		\$0.00	NOT APPLICABLE
Correct Federal Taxable Income	\$98,000.00	\$98,000.00	NOT APPLICABLE

### Error Summary

Total Errors:

# Critical: 0  
# Informational: 0

**Important Message About Your Search Results**  
Error information is not available.

[Back to Search Results](#)
[Print Page](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 10:** On the Report Summary page:

Select the Status link in the Report Details section to see an [Explanation of Processing Status Code](#).

Select the Importance link in the Error Summary section to see an [Explanation of the Error Importance](#).

Select the **Error Details** link to go to the “[Error Details](#)” page.


Select the **Back to Search Results** button to return to the “[Search Results](#)” page.

Select the **Print Page** button to print the “[Report Summary](#)” page.

Social Security Online

Electronic Wage Reporting (EWR)

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 **Employer Report Status**

1 Search Results

2 Report Summary

3 Error Details

**Error Details for: Average W2 over 1 million dollars - Def Comp 408(k)(6)**

**Importance**  
[CRITICAL](#)

**Description**  
The average Employee Wage Record contains Deferred Compensation 408(k)(6) greater than one million dollars (\$1,000,000.00).

**Action**  
The error for which you have requested additional details is **CRITICAL**. As a result of this error, Social Security was not able to complete processing of this report. You or the party submitting on your behalf must correct any **CRITICAL** errors that have been found in your report and resubmit this file to Social Security. Instructions for correcting many common errors can be found in our [Online Error Reference Material](#). You can also download our free [AccuWage](#) software which allows you to check your W-2 or W-2c file for many commonly made errors prior to submitting it to Social Security.

Back to Report Summary

Print Page

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 11:** On the Error Details page:

Select the Importance link to see an [Explanation of the Error Importance](#).

Select the [Online Error Reference Material](#) link to see Employer W-2 Filing Instructions & Information.

Select the [AccuWage](#) link to see AccuWage Information and Software.

Select the **Back to Report Summary** button to return to the “[Report Summary](#)” page.

Select the **Print Page** button to print the “[Error Details](#)” page.

## APPENDIX: OTHER PAGES

### 1. Explanation of Processing Status Code (Submission Status) Page

Users can access this page by selecting the specific status link in the Submission Status column or the Report Status column on any error page.

**Explanation of Processing Status Code**

You have requested information about the RECEIVED processing status code.

<b>RECEIVED</b>	Social Security has received your submission.
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*Please note that you may have to close this window in order to resume your BSO session.*

Close Browser Window

*You can use the File menu to close this window.*

### 2. Explanation of Error Importance Page

Users can access this page by selecting either “CRITICAL” link or “INFORMATIONAL” link in Importance column on any error page.

**Explanation of Error Importance**

You have requested information about CRITICAL errors.

The error for which you have requested additional details is **CRITICAL**. As a result of this error, Social Security was not able to complete processing of this submission. You or the party submitting on your behalf must correct any **CRITICAL** errors that have been found in your submission and resubmit this file to Social Security.

*Please note that you may have to close this window in order to resume your BSO session.*

Close Browser Window

*You can use the File menu to close this window.*